

## Certified Master Human Resource Manager (MHRM)<sup>™</sup>



### Program Overview

Most successful organizations claim that people are their most important asset, and that the effective management of human resources is central to their business strategy.

**We will prepare you to manage the soul of your organization!**

By attending iIET's Certified Master of Human Resources Manager (MHRM) intensive course, you will gain the recognition you deserve in your profession. The MHRM demonstrates your **mastery of the technical and decision-making** aspects of HR management. The MHRM course will equip participants for understanding business issues beyond the HR function. By analysing metrics and financials to design a solid business case to support your initiatives at the executive business level.



Upon completion of this training course you will receive your certification that has been fully accredited by Qualifi. An official UK government recognized awarding organization.

## Benefits of an Internationally Accredited Certification

- Our accredited courses have been independently assessed to ensure a **consistent and high quality** service.
- Our accreditation provides proof that we comply with **industry best practices**.
- Our accreditation demonstrates that our presenters have **vast technical knowledge and experience**.
- Studies have shown that individuals that attain international accreditation/certification are more likely to achieve **higher salaries** and be **promoted** over those individuals that are not.
- **Earn 42 Continuing Professional Education (CPE) units.**

## Key Takeaways



Use HR metrics to gauge the efficiency of your workforce and the organization.



Learn to apply financial statement analysis into the HR function.



Use metrics and financial skills to become a more efficient HR practitioner.



A step-by-step guide to creating a HR business case using a strategic practical framework



Practical guideline for managing the Human Resource function

## Course Requirements

Delegates must meet the following criteria to be eligible for certificate of completion:

- 1. Attendance** – delegates must attend all sessions of the course. Delegates who miss more than two hours of the course sessions will not be eligible to sit for the Certified Master Human Resource Manager (MHRM)<sup>TM</sup> Examination.
- 2. Successful completion of the course work and exam** – Upon completion of this training course you will receive your certificate which has been fully accredited by Qualifi Limited; a UK recognized awarding organization.

# Certified Master Human Resource Manager (MHRM)<sup>™</sup>



## Why People Choose to learn with the iIET...

Our unique approach brings together...

- Internationally recognized accreditation
- latest case studies from the worlds top companies
- most cutting-edge multimedia available



Our course content is designed to fit every learning style and support the non-English speaking audience.

## Who Should Attend This Program

Human Resource Specialists, and other HR professionals at all career levels working in the areas of...

- HR Policies and Procedures
- Employee Relations
- Employee Communications
- Personnel Administration

**\*Successful completion of the course makes you a Certified Master Human Resource Manager (MHRM) You can use the designation of MHRM<sup>™</sup> on your resume and business card.**

## CPE Course Requirements

<b>Program Level</b>	<b>Advanced</b>	
<b>Pre-requisites</b>	<b>3-years work experience and/or associate's degree</b>	
<b>Advance Preparation is not required for successful completion of this course.</b>		
<b>Delivery Method</b>	<b>Group-Live</b>	
<b>CPE Units</b>	<b>42 Units</b>	
<b>Field of Study</b>	<b>Management Advanced Services</b>	<b>34.0</b>
	<b>Finance</b>	<b>8.0</b>

## -Topics That Will Be Covered-

### Human Resources Metrics

#### Using HR Metrics To Tell A Story

- Align workforce metrics with business strategy, goals, and objectives.
- Align HR metrics with critical HR objectives and initiatives.
- Determine the right data to collect.
- Build and execute your implementation plan.
- Get management and stakeholder support and involvement.

#### Human Resource Metrics

- Research and analyze appropriate internal and external human resource metrics, benchmarks, and indicators.
- Apply quantitative and qualitative analysis to understand trends and indicators in human resource data; understand and apply various statistical analysis methods.
  - Understanding HR indicators, metrics and data
  - Data collection, tracking, entry
  - Statistical analysis for HR (regression analysis, measures of central tendency)
  - Graphs, tables, spreadsheets, data manipulation
- Staffing, supply and demand forecasting
- Manage information technology to enhance the efficiency and effectiveness of human resource functions within the organization.

### Finance for Human Resource Professionals

#### Introduction to Financial Management for HR Practitioners

- Goals of knowledgeable financial management in HR
- Reading and Reporting the results: the four financial statements
- Why Human Resources professionals need knowledge of Finance.
- Workforce analytics: The financial impact of HRM activities

#### Financial Statement Analysis

- Demystifying Income Statement
- Balance Sheet
- Impact of Sound HR policies on balance sheet
- Cash Flow Statement
- Understanding changes in owner's equity and financial position

#### Analyzing and Interpreting Financial Ratios

- Earnings ratios
- Liquidity ratios
- Turnover ratios
- The key ratios for HR professionals

#### Capital Budgeting and Methods to Evaluate Cash Flows for HR Projects

- Accounting for Time in HR - Time value of money
- Capital budgeting- To best evaluate and justify long-term expenditures we will show HR should how finance uses the keystone concept of net present value.

- Net present value (NPV)- consider three ways to increase employee retention: raising salaries, adding fringe benefits or providing training designed specifically for the jobs by comparing the net present value (NPV) of the three alternatives
- Internal rate of return (IRR)
- 

## Project Management for Human Resources Practitioners

### Developing a Human Resources Project

- Initiation
  - Practical Guide for developing a Business Case for HR
  - The 10 elements of an HR business case
  - Define the business problem through a business assessment
  - Propose a strategic solution to key stakeholders.
  - Creating the Cost/Benefit Analysis including quantitative key performance indicators (KPIs), as well as intangible benefits.
  - A step by step practical guide to developing an action plan to implement the change
- Planning Phase
  - Outline and define areas of HR project Planning including scope, deliverables, timeline, costs/budget, quality, resources needed, stakeholder assessment, risk and contingency plans, and procuring products and services from outside the project team.
  - Types of deliverables needed in the Planning process including Organization charts (team/company), responsibility matrix, timeline/schedule, risk management log, communications plans.

- Execution
  - Manage ongoing project plans, budgets, and resources.
  - Facilitate meetings and drive project issues through to resolution.
  - Manage and communicate ongoing changes in project scope, identify potential crises and devise contingency plans.
  - Coach, mentor, motivate and lead project team members.
  - Influence project team to take positive action and accountability for their assigned work.
  - Identify all stakeholders, both direct and indirect, and determine level of involvement needed for project success.
  - Coordinate and direct HR project resources to meet the objectives of the project plan
- Control/ Monitoring
  - Ensure the project progresses according to the plan and actions you take when a change to the original plan is required.
  - Controlling schedules, costs, budgets, quality and risk
  - Controlling and Monitor stakeholder engagement
- Closing
  - Reporting the project successes, failures and mistakes
- Practical guide on how HR practitioners can use the project Management key knowledge areas to ensure successful HR initiatives
- Estimating & Scheduling
  - What is an Estimate
  - The Seven Steps of Estimating and Scheduling an HR project
  - Estimating Methods

- Use Work Breakdown Structures(WBS) to sub-divide the scope of work into manageable work packages which can be estimated, planned and assigned to a responsible person or department for completion.
- Planning , Scheduling and Control tools: The HR Project Managers Toolkit
  - Gantt Charts
    - Assess time characteristics to a project
    - Illustrate the task order
    - Specify the resources involved
  - Use PERT Charts to identify the sequence of tasks and to show which tasks must be completed before other tasks may be started.
  - Use the Critical Path method to identify the most important tasks and ensure your project doesn't fall behind schedule.

## Applying Risk Management To HR

- People as a source of risk and how to be prepared
- Understanding all sources of risk in each HR activity
- Risk Identification and Assessment Techniques
- Qualitative and Quantitative risk analysis
- Root cause analysis
- Decision Tree Analysis- Evaluating payoffs and risks of different HR projects including hiring
- Sensitivity Analysis - determine how sensitive a project is to particular risks
- Risk evaluation, problem solving and decision-making

## Techniques for managing risk in the HR function

- Managing risk – the options
- Management evaluation of mitigation controls
- How to assess risk mitigation
- Identification of risk exposures
- Critical evaluation of exposures
- Dealing with the exposures (the 4 Ts - terminate, tolerate, treat or transfer)
- Establishment of action plans.

## Leadership

### Leading Your Team to Success

- A practical toolkit for examining your HR leadership challenges
- Exploring the fundamental concepts of HR leadership
- The four-factor model of effective HR leadership
- Differentiating between leadership and management
- Identifying the executive leadership requirements for the 21st century

### Strategic Leadership: Leadership with the Heart

- Executive leadership techniques for enhancing pride in the work and the organization
- Motivating the workforce: three elements that ensure increased job satisfaction and productivity
- Examining the role of “emotional intelligence” in successful executive leadership
- Assessing your “emotional intelligence”: your strengths and areas that need development